

**PERFORMANCE BASED CONTRACTING TEMPLATE
SEAT MANAGEMENT**

Desired Outcomes <i>(What do we want to accomplish as the end result of this contract?)</i>	Required Service <i>(What task must be accomplished to give us the desired result?)</i>	Performance Standard <i>(What should the standards for completeness, reliability, accuracy, timeliness, quality and/or cost be?)</i>	Monitoring Method <i>(How will we determine that success has been achieved?)</i>	Incentives/ Disincentives for Meeting or Not Meeting the Acceptable Quality Level <i>(What carrot or stick will best reward good performance or punish poor performance?)</i>
Users shall have access to all desktop computing functions, as needed.	Desktop systems/ networks shall be available to all users M-F, 6a.m. till 10p.m.	99% availability, as described herein.	Inspect call logs for trouble calls.	+/- 1% of total monthly price. Performance=actual availability/ target availability (16X5)
2) Sufficient numbers of staff members are available to resolve day-to-day issues.	The Contractor shall provide qualified employees to adequately staff the program.	Average staffing levels shall not fall below 90% on any task order.	Invoices, reports, and other records will be reviewed to determine staffing levels on a monthly basis.	+/- .5% of total task order price, for each variance +/-5% (reflects positive and negative incentive) from standard.
3) Moves, adds, and changes shall be accomplished as efficiently as possible.	Requests for moves, adds, and/or changes shall be completed within 5 workdays after receipt of request.	98% of requests are completed within 5 workdays.	Random sampling of request for service (i.e., RISS) logs, completed work tickets, and customer interviews.	+/- 1% of total monthly price for each +/-1% variance from standard.
4) Customer problems shall be resolved as quickly and efficiently as possible.	Requests for service shall be efficiently logged and tracked, and the customer shall be notified as to the expected completion time.	98% of calls are resolved within same business day.	Trouble tracking system will be reviewed, noting how request arrived (e-mail, phone), time arrived, and date/time completed; random	+/- 1% of total monthly price for each variance of +/-1% variance from standard.

			sampling of customers.	
5) Maintenance response and repair times shall be met, as specified.	For L1 customers, system/network services shall be restored within 2 hours of receipt of notification; for L2 customers, service shall be restored within 4 hours.	For all customers, 98% of service equipment is restored to service within the stated times.	Trouble tracking system will be reviewed, noting time arrived, and date/time completed; random sampling of customers.	+/- 1% of total monthly price for each variance of +/-1% variance from standard.